

CLAIMS

- 1 1. A method for controlling call routing by a communication system, comprising:
2
3 receiving a call;
4
5 executing a script in response to receiving said call, said script having instructions
6 that when executed by the system control routing of said call in the system, the script
7 including at least one call routing instruction that references a variable;
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9 reading said variable from a database, said database holding a value for said variable,
10 said database having said value updated in response to action by a user; and
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12 setting the variable equal to the value, to determine a destination of the call in
13 response to the value.

- 1 2. The method as in claim 1, further comprising:
2 reading said value of said variable from said database in response to execution of said
3 at least one call routing instruction.

1 3. The method as in claim 1, further comprising:

2 computing a variable expression, in response to execution of said at least one call

3 routing instruction, in determining said destination.

1 4. The method as in claim 1, further comprising:

2 specifying, by said at least one call routing instruction, one of a telephone number,

3 trunk group, and DNIS to which the call is to be routed.

1 5. The method as in claim 1, further comprising:

2 executing said at least one call routing instruction in response to said value read from

3 said database.

1 6. The method as in claim 1, further comprising:

2 executing by said script said at least one call routing instruction to read a selected

3 variable from a plurality of variables whose respective values are stored in said database.

1 7. The method as in claim 6, further comprising:

2 specifying by said respective values one of a destination telephone number, trunk
3 group, and DNIS.

1 8. A communication system, comprising:

2 means for receiving a call;

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4 means for executing a script in response to receiving said call, said script having
5 instructions that when executed by the system control routing of said call in the system, the
6 script including at least one call routing instruction that references a variable;

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8 means for reading said variable from a database, said database holding a value for
9 said variable, said database having said value updated in response to action by a user; and

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11 means for setting the variable equal to the value, to determine a destination of the call
12 in response to the value.

1 9. The communication system of claim 8, further comprising:

2 means for reading said value of said variable from said database in response to
3 execution of said at least one call routing instruction.

1 10. The communication system of claim 8, further comprising:

2 means for computing a variable expression, in response to execution of said at least
3 one call routing instruction, in determining said destination.

1 11. The communication system of claim 8, further comprising:

2 means for specifying, by said at least one call routing instruction, one of a telephone
3 number, trunk group, and DNIS to which the call is to be routed.

1 12. The communication system of claim 8, further comprising:

2 means for executing said at least one call routing instruction in response to said value
3 read from said database.

1 13. The communication system of claim 8, further comprising:

2 means for executing by said script said at least one call routing instruction to read a
3 selected variable from a plurality of variables whose respective values are stored in said
4 database.

1 14. The communication system of claim 13, further comprising:

2 means for specifying by said respective values one of a destination telephone number,
3 trunk group, and DNIS.

1 15. A communication system, comprising:

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3 an interface to receive a call;

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5 a routing engine to execute a script in response to receiving said call, said script
6 having instructions that when executed by the routing engine control routing of said call in
7 the system, the script including at least one call routing instruction that references a variable;

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9 a database, said database holding a value for said variable, said database having said
10 value updated in response to action by a user; and

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12 said routing engine, in response to said at least one call routing instruction, reading
13 said value for said variable from said database, said routing engine setting the variable equal
14 to the value, to determine a destination of the call in response to the value.

1 16. The communication system as in claim 15, further comprising:

2 a database engine to read said value of said variable from said database in response to
3 execution of said at least one call routing instruction.

1 17. The communication system as in claim 15, further comprising:

2 means for computing a variable expression, in response to execution of said at least
3 one call routing instruction, in determining said destination.

1 18. The communication system as in claim 15, further comprising:

2 means for specifying, by said at least one call routing instruction, one of a telephone
3 number, trunk group, and DNIS to which the call is to be routed.

1 19. The communication system as in claim 15, further comprising:

2 means for executing said at least one call routing instruction in response to said value
3 read from said database.

1 20. The communication system as in claim 15, further comprising:

2 means for executing by said script said at least one call routing instruction to read a
3 selected variable from a plurality of variables whose respective values are stored in said
4 database.

1 21. The communication system as in claim 20, further comprising:
2 means for specifying by said respective values one of a destination telephone number,
3 trunk group, and DNIS.

1 22. A computer readable media, comprising:
2 said computer readable media having instructions written thereon for execution on a
3 processor for the practice of the method of claim 1.

1 23. Electromagnetic signals propagating on a computer network, comprising:
2 said electromagnetic signals carrying instructions for execution on a processor for
3 the practice of the method of claim 1.